



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

#21
3-5-04 CW
3629

In re application of:

Group Art Unit:3629

WILLIAM T. ROWSE et al.

Examiner: Jonathan P. Ouellette

Serial No.: 09/547,661

Filed: April 12, 2000

For: SYSTEM FOR PROCESSING A CUSTOMER CONCERN

Attorney Docket No.: 200-0053 (FMC 1185 PUS)

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

In compliance with the duty of disclosure under 37 C.F.R. § 1.56 and § 1.97-1.98, the references listed and identified on the attached Forms PTO/SB08A and/or SB08B are being submitted herewith for consideration by the Examiner.

While this Statement is being filed in compliance with the duty of disclosure, citation of the attached references is not to be construed as an admission that any of the reference(s) are "material" as defined under 37 C.F.R. § 1.56(b).

In that the original filing date of this application is April 12, 2000, a copy of each reference listed on the attached Forms PTO/SB08A and/or SB08B is included herewith. Consideration and entry into the record of these references is respectfully requested.

Respectfully submitted,

By:

JOHN S. LeROY

Reg. No. 48,158

Attorney/Agent for Applicants

Date: January 9, 2004

BROOKS & KUSHMAN P.C.

1000 Town Center, 22nd Floor

Southfield, MI 48075

Phone: 248-358-4400

Fax: 248-358-3351

RECEIVED

JAN 13 2004

GROUP 3600

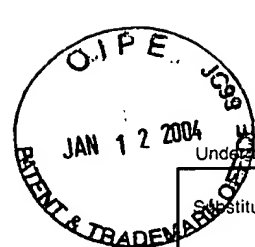
CERTIFICATE OF MAILING UNDER 37 C.F.R. § 1.8

I hereby certify that this paper, including all enclosures referred to herein, is being deposited with the United States Postal Service as first-class mail, postage pre-paid, in an envelope addressed to: Mail Stop, Commissioner for Patents, U.S. Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450 on:

January 9, 2004
Date of Deposit

John S. Le Roy
Name of Person Signing

John S. Le Roy
Signature



Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it contains a valid OMB control number.

Substitute for Form 1449A/PTO

**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT**

(use as many sheets as necessary)

Complete if Known

Application Number	09/547,661
Filing Date	April 12, 2000
First Named Inventor	William T. Rowse et al.
Group Art Unit	3629
Examiner Name	Jonathan P. Ouellette
Attorney Docket Number	200-0053 (FMC 1185 PUS)

Sheet	1	of	2
-------	---	----	---

U.S. PATENT DOCUMENTS

Examiner Initials	Cite No. ¹	U.S. PATENT DOCUMENT		Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number	Kind Code ² (if known)			
	US	2002/0002475	A1	Freedman et al.	01-03-2002	
		5,128,859		Carbone et al.	07-07-1992	
		5,218,539		Elphick et al.	06-08-1993	
		5,402,170		Parulski et al.	03-28-1995	
		5,432,904		Wong	07-11-1995	
		5,498,949		Dowe	03-12-1996	
		5,504,674		Chen et al.	04-02-1996	
		5,506,617		Parulski et al.	04-09-1996	
		5,602,458		Dowe	02-11-1997	
		5,634,144		Mauro et al.	05-27-1997	
		5,652,927		McIntyre	07-29-1997	
		5,666,159		Parulski et al.	09-09-1997	
		5,697,001		Ring et al.	12-09-1997	
		5,822,432		Moskowitz et al.	10-13-1998	
		5,848,420		Xu	12-08-1998	
		5,943,603		Parulski et al.	08-24-1999	
		5,950,169		Borghesi et al.	09-07-1999	
		6,005,613		Endsley et al.	12-21-1999	
		6,047,374		Barton	04-04-2000	
		6,115,818		Barton	09-05-2000	

FOREIGN PATENT DOCUMENTS

Examiner Initials	Cite No. ¹	Foreign Patent Document			Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T ³
		Office ³	Number ⁴	Kind Code ⁵ (if known)				

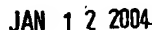
RECEIVED
JAN 13 2004
GROUP 3600

Examiner Signature		Date Considered	
-----------------------	--	--------------------	--

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Unique citation designation number. ² See attached Kinds of U.S. Patent Documents. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document.

⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Applicant is to place a check mark here if English language Translation is attached.



INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(use as many sheets as necessary)

Sheet

2

of

2

Application Number

09/547,661

Filing Date

April 12, 2000

First Named Inventor

William T. Rowse et al.

Group Art Unit

3629

Examiner Name

Jonathan P. Ouellette

Attorney Docket Number

200-0053 (FMC 1185 PUS)

[illegible][illegible]

Examiner
Signature

Date
Considered

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Unique citation designation number. ² See attached Kinds of U.S. Patent Documents. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST. 3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document.

⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Applicant is to place a check mark here if English language translation is attached.